

Office of Information Technology



NIH - Office of Director - Executive Office

Customer Service Newsletter

Spring Edition 2002

What's New in Technology?

Wires or Wireless? This is one of the new technologies in home or office computing today. Many companies have developed wireless keyboards and mice for a clutter-free desktop without all the extra cords and mouse pads that can distract you from your work – or play!

From radios to phones and even irons...nowadays everything is cordless so it's no wonder that so many companies are making wireless keyboards and mice. These keyboards can use infrared (line of site) or digital signals to communicate with your computer and most have 10 to 15 or more hot keys that can be programmed to let you surf the web or access your email at the touch of a button.

Some companies have developed revolutionary products – Intelligent-eye optical technology. This technology delivers the fastest, most accurate mouse available today. As a result, this Wireless IntelliMouse provides up to four times the performance of other optical mice.

The average cost of a standard wireless keyboard could run from \$29.99 to slightly over \$100.00 and a wireless mouse could run \$19.99 to \$99.99. Packages that include both keyboard and mouse can be found for around \$79.99 to \$99.99. At these prices, relax, put your feet up and enjoy some carefree computing!

Please Note: At this time Wireless Networking Devices are not to be installed within OD.

The Customer Relationship Management Team (CRM)

OIT has started the Customer Satisfaction Survey that we spoke about in our Winter Newsletter. All customers who request OIT computer support and services via TASC will receive an email with a Web link pointing to the survey, i.e. only one survey per customer should be sent within a 30 day period--regardless of the number of requests submitted during that time period. Simply **click** on the link within the email and respond to the survey. The results of the survey will assist in enhancing the support and services OIT provides to its customers, as well as, pass out praise to our front line technicians, as applicable.

CRM Makes House Calls!

The CRM team has been giving small one on one training sessions to some of our Customers for Microsoft Office products such as Outlook, Excel and others. If you find you could use a tailored crash course in one of these applications, please contact TASC and submit a Remedy ticket to the OIT CRM Team.

Desktop Support Team

We have added a new service for all OIT customers. OIT has created an "OD Equipment Recommendation Checklist" to help you with your hardware and software needs.

By going to <http://www1.od.nih.gov/odeqchecklist/index.asp> you can request assistance and advice from the Desktop Team before you purchase new computer equipment. OIT Desktop personnel will help you to determine the best new hardware that will meet your needs. When you complete the OD Equipment Recommendation Checklist and press submit we will evaluate your requirements and provide you with three specifications (low, medium and high end) that will meet your requirements and be compatible with existing OD computer equipment.

Network Operations Team

OIT is pleased to announce that the network backbone in Building 31 has been upgraded to ONE gigabit Ethernet service over the existing fiber cable plant. Robert Nielsen and Michael Holliday of the Network Operation team completed this upgrade on April 20, 2002 during the monthly scheduled maintenance weekend. This upgrade is one step closer to completing a bigger project that will enhance the backbone capabilities for the entire OIT supported infrastructure. CIT is in the process of performing similar infrastructure upgrades that will further enhance the performance of the OD network. These upgrades increase network performance, decrease response and wait times for the users.

The infrastructure upgrades are just one part of OIT's plan to increase the performance and the availability of the OD network. Newer, faster, and more reliable servers are being phased into the OD network, with three new servers having been brought on line during the last scheduled maintenance day. Also in progress is an upgrade to Windows 2000 Active Directory. This will improve service availability to OD users.

Committee News

The OD-ITMC and OD-ITF recently recommended FasTrac as a good, cost-effective way to give OD employees on-line IT training. FasTrac is one of the largest training sources for NIH; this system offers over 900 different online training courses at a low cost currently of only \$60 per person. If you're interested in more information please go to the following web site and see what FasTrac has to offer you. For more information on training or FasTrac, please visit <http://learning.hhs.gov/> or <http://learning.od.nih.gov/fastrac/default.htm>

For more information on OD IT Committees, please visit <http://oit.od.nih.gov/cio.asp> .

Helpful Tips N Tricks

How do I schedule a meeting in Outlook 2000?

Have you ever missed a meeting (or perhaps someone missed your meeting) because it was very difficult to remember the time and place? If the meeting was on the Outlook calendar, this may not have happened. You can schedule a meeting in Outlook in just a few simple steps.

Schedule an Appointment

1. From the Outlook window; Click on File then New and select Appointment
2. Fill in the Subject Field
3. Fill in the Location field

Please Note: The "down arrow" on the right of this field saves the last locations you used to reduce your typing.

4. Select a Start date and time for your meeting using the down arrows (a calendar menu will open up to assist you).
5. Select an End date and time for your meeting using the down arrows on each field.
6. Fill in the large text box with details of your meeting.
7. Press the Scheduling tab on the upper left side above the Subject Field to schedule personnel to attend your meeting.
8. Under the Scheduling tab you will add Attendees using the "Add Others" button on the lower left.

Select the Add Others button, Add From Address Book

Select the name of the person to Invite

Double click on their name when it appears

Select OK

Notice their availability will appear next to their name on the calendar.

9. Select the Send button in the upper left corner of the screen to send your appointment.

To cancel the appointment, go to your calendar and double click on the appointment. Select the X from the toolbar or go to File and select Delete. A pop up window will appear giving you a chance to notify the attendees of the cancellation, select "Send cancellation and delete meeting" then select OK.

If you experience difficulty in following these instructions, please contact TASC at (301) 594-3278 for assistance.

How Are We Doing?

Listed below are our performance measures for the Customer Satisfaction Survey that began April 24th, 2002. If our performance falls below a 😊, an explanation of the steps being taken to improve will be provided.

Network Support.....	😊
Desktop support.....	😊
Web/Application support.....	😊
Overall OD/OIT support.....	😊

😊 = available when I need it and/or exceeded service level agreement for call resolution.

☹️ = not available when I need it and/or did not meet service level agreement.

Your feedback is very important to us. It helps identify areas needing improvement and acknowledges superior service.

Customer Support Points of Contact

Levels Of Escalation:

TASC	(301)549-3272	CRM Team Lead	Sue O'Boyle
CIO-OD & OIT Director	David Wiszneauckas	Desktop Team Lead	Marcelo Coelho
Chief Technology Officer	William Kibby	Web & Dev Team Lead	John Deermmer
IT Policy/ITS Budget	Angela Murphy	Network Team Lead	Minh Chau
ISSO, Acting	Marcelo Coelho		